



The United States Agency for International Development (USAID) in Iraq is seeking applications for the one year position (extendable) of:

TRAVEL ASSISTANT

SOLICITATION No. 12-009
OPENING DATE: February 15, 2012
CLOSING DATE: March 7, 2012 (5pm Baghdad time)
MARKET VALUE: FSN-07 (USD 22,539 – USD 33,807, basic salary p.a.)

POSITION GRADE: Full performance grade level for this position is: FSN-07. A training grade level, below FSN-07, may be established depending on the education and relevant work experience of the applicant. Base Salary Range will be commensurate with established salary history, qualifications, and relevant work experience.

BASIC FUNCTION OF POSITION:

The Travel Assistant (TA) works closely and under the supervision of the Senior Travel Specialist (STS) to manage an extremely complicated and extensive operation. Under the supervision of Travel Specialist the Travel Assistant arranges travel for mission personnel as per the US government travel policies and procedures. There is a substantial volume of travel arrangement and travel documentation to be prepared and processed, and travel arrangements often change at the last minute due to unforeseen circumstances.

Major Duties and Responsibilities: _____ % of Time

A. Travel Services to the Mission (50%)

The Travel Assistant helps organize the work of the Travel Section. S/he helps develop processes and procedures to deal with Mission travel needs in the most effective and efficient manner.

Travel Requests (TR) are received, processed and acted upon in a timely manner in keeping with the highest standards of customer service. The TA must ensure that TRs clearly define the purpose and routing of travel and have appropriate approvals; that funds are available; and that Travel Authorizations (TA) are complete and processed before travel commences. The TA further ensures that trip details have been entered in the Travel Tracking System (TTS); that flight, hotel and other transport reservations are made and confirmed; and that required country clearances are in place.

The TA ensures that travelers are kept informed about changes in travel schedules or any issue related to their travel; regularly makes available to the Mission information on airline schedules, per diem rates, hotel accommodations and other useful information for travelers. S/he provides ensures that travelers have easy access to the information regarding travel policies, procedures and regulations. The TS coordinates arrivals and departures with the GSO and HRO sections as appropriate.

Duties in detail are as follows:

- Prepares and makes reservations, confirms bookings and arranges the necessary paperwork for travelers on Embassy air flights.
- Requests and coordinates travel with Personal Security Detail (PSD) Teams for travelers as required.
- Performs a reconciliation of travel - related credit card charges as required and works closely with the Financial Management Office to accomplish this.
- Prepares a summary of airlines ticket costs to standard destinations and develops a system for cost construct, price and cost analysis of tickets.
- Prepares and issues final authorizations that form a basis for computing and verifying travel agent claims and invoices for tickets.
- Reviews voucher claims for payments related to travel and provides support documentation for transportation vouchers, shipping vouchers and ticket invoice vouchers, etc.
- Provides input in maintaining up- to-date mission travel policies.
- One of the Primary end users of the electronic tracking system and ensures data integrity and accuracy.
- Provides support by responding to all email, telephone and verbal queries.
- Prepares appropriate authorizations for the official travel for all Mission employees.
- Keeps track of Iraq visa issuance and expiration for staff and takes necessary action on this.
- Ensures that a proper filing system is in place both electronic and hard copy and all files are well documented.

Travel regulations: Interprets Federal Travel Regulations, Mission travel policies and other travel regulations; makes sure employees are well informed on all matters related to the post-funded travel; provides guidance to the traveler and mission management on travel rules and regulations.

The TA provides technical guidance to USAID employees on their eligibility and usage of their R&R entitlement travel.

Travel documentation and filing; the TA ensures that travel authorizations and their amendments issued within the Mission are prepared and processed in a timely manner and that they are in compliance with all pertinent laws and regulations. The TA ensures that all travel documentation (travel authorization, visas, travel requests, vouchers and related documents) are up to date and regularly filed in the individual travel folders.

B. E2 Support Services (20%)

Prepares all types of Travel Authorizations in E2 System for the mission personnel;

Makes sure that travel authorizations are submitted within 5 days and approved by the appropriate authorizers in a timely manner;

Processes all E2 Solutions travel vouchers for USAID/Iraq employees. Coordinates with all travelers to review and enter vouchers into the E2 Solutions system for processing.

C. Customer Service (10%)

Travel related activities require extensive coordination effort and involvement of many parties. The TA is one of the primary contacts for travel for the Mission. S/he builds a network of contacts with the US Embassy Baghdad and its regional offices, and with appropriate offices and individuals at USAID headquarters in Washington, DC. This network of contacts and continuous coordination is necessary to provide smooth travel and travel-related services to Mission personnel and visitors.

D. Training support to EXO/HR (20%)

- Assists Human Resources Office with USAID/Iraq staff training activities.
- Coordinates and Compiles Individual Development plan (IDP) for staff, including annual revision and update of the plan.
- Assists EXO/HR with the organization of in-house and in country training events.
- Monitors the progress of online training to ensure that all approved training is completed within a reasonable timeframe (particularly English and Arabic language and writing courses)
- Works closely with GSO on training logistics and serves as EXO point person on event planning.

REQUIRED QUALIFICATIONS:

Education (10 points): A bachelor's degree in management, business administration or related fields is required. Formal training in air ticketing, travel management or in related field is also required.

Experience (25 points): At least 2 years of experience in travel industry arranging and organizing travel for groups and individuals is required.

Language Proficiency (20 points): Level III (Good Working Knowledge) in English

Knowledge (20 points): Thorough knowledge of standard office procedures and practices in travel management is required. Knowledge on travel arrangements, flights routing and international travel policies and procedures is required.

Skills and Abilities (25 points): Excellent skill in using MS Word & Excel in a Windows environment is required. Good mathematical skills required. Excellent interpersonal skills, customer-oriented, tactful, and courteous in dealing with Mission staff and office visitors. Good organizational skills, patience, and the ability to work under pressure and to deal with information in a confidential manner.

How to apply for this Solicitation

Interested applicants **MUST** submit the following materials:

- 1- Most current Curriculum vitae or resume;
- 2- Complete and hand-signed federal form OF-612 which is available at the USAID websites, www.usaid.gov/forms/, or at Federal offices;
- 3- Three references, who are not family members or relatives, with telephones and e-mail contacts;
- 4- Applicants must quote the solicitation number and position title on the subject line of e-mail application.

Applications must be e-mailed to: iraq-jobs@usaid.gov.

USAID/Iraq reserves the right to obtain from previous employers relevant information concerning the applicant's past performance and may consider such information in its evaluation.

Applicants are required to submit completed and hand-signed federal form OF-612 (including OF-612 continuation sheets as needed) including other documentation/information listed above.

Late, incomplete or unsigned applications will NOT be considered.

Applicants should retain for their records copies of all enclosures which may accompany their applications. Do not attach original documents to your application as they will not be returned.

USAID/IRAQ is an equal opportunity employer committed to a staff composition that reflects the social and ethnic diversity of Iraqi society. Applicants from disadvantaged and under-represented ethnic groups, women, and people living with disabilities are encouraged to apply.

USAID Iraq
EXO/Human Resources
Job Application
USAID Compound
Email: iraq-jobs@usaid.gov